



**The New Conflict Management:
Strategies for Dealing with Tough Topics & Interpersonal Conflicts**
4.0 Hours

Research shows that managers and supervisors spend 80-90 percent of their time trying to resolve or contain conflict. The result? Resentment, poor morale, breakdown in communications, lowered productivity, increased frustration and higher turnover due to unresolved issues, just to name a few. And, that's just the conflict at work – we haven't discussed the issues at home...

More than 50% of the people we live and work with dread or avoid conflict at any cost. Yet conflict is a natural part of life. Most people respond to conflict negatively because they haven't been taught the skills to make it productive, comfortable and effective. When communicated correctly, conflict can actually become a positive motivator that can re-energize your team.

In this highly interactive, 4-hour session, you'll develop the skills to:

- Reduce stress by making conflict solution-centered
- Recognize and work with the four types of conflict
- Identify your personal conflict style
- Address and redirect negative or inappropriate behavior
- Create a cooperative work environment

Benefits include:

- Make conflict comfortable and productive
- Reach solutions instead of confusion and drama
- Build relationships with respectful and creative disagreement
- Step-by-step conversation models for difficult or awkward situations

Precision Speaking, Inc. President Allison Blankenship was not initially enthusiastic about becoming an expert in this area, but life's opportunities forced her to find solutions in difficult situations. Now she shares real-life ideas to take the sting and stress out of disagreeing while motivating others to be solution-based. Best of all, these strategies can be applied at work to all levels of authority or at home with family and friends.



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Opening energizer: Fist Exercise

People are born either passive or aggressive as an instinct – assertiveness is learned. Today is about developing a new approach that can reveal great opportunities and unexpected value.

Module 1: Defining and Understanding Conflict

- a. Webster's Definitions
 - i. Conflict is normal and when used properly, can be a motivating tool
 - ii. Shows people care
 - iii. Positives & negatives (group activity)
 - 1. Capitalize on shared interests
 - 2. Exposes flaws in the system or process
 - 3. Reveals differences in preferences, priorities and resources
 - iv. The challenge is overcoming real-life conflict!
 - 1. Response-ability from 7 Habits of Highly Successful People
 - 2. React vs. respond
- b. Four levels of Conflict responses
 - i. Personal assessment (optional upon time constraints)

Module 2: Managing Conflict and Differences

- c. Dimensions behind conflict:
 - i. Needs vs. Consequences
 - ii. Apply the 75/25 rule
 - 1. Build a golden bridge
 - 2. Don't have to like or agree with the other person to successfully resolve conflict
- d. Accelerating factors
 - i. Barriers
 - ii. Who owns the problem? And what is your role?
- e. What's your conflict style?
 - i. Personal assessment
 - ii. Discussion of the 5 styles

Module 3: Addressing and Redirecting Conflict

- f. Addressing Anger:
 - i. The power of neutral language
 - ii. Communication strategies
 - 1. DARE (Detach, assess, respond/resolve, evaluate)
 - 2. AAA (Acknowledge, apologize, act)
- g. Redirecting Behavior or addressing awkward situations:
 - i. Easy Script (Express, address, specify, yes or no commitment)
- h. Group exercise